

## NEMT - RFP

### Technical and Cost Proposal Summary

#### 6 - Year

	Total Technical Proposal	Total Cost Proposal	TOTAL COMBINED SCORE	Rank	
TMS	2607.5	1200	3807.5	1st	
MTM	2680	1010	3690	2nd	MO Call Center
		986	3666	3rd	DSM Call Center
AMR Access 2 Care	2555.5	1050	3605.5	4th	
LogistiCare	2463.5	1066	3529.5	5th	
Ride Source	1915	905	2820	6th	

#### 3 - Year

	Total Technical Proposal	Total Cost Proposal	TOTAL COMBINED SCORE	Rank	
TMS	2607.5	600	3207.5	1st	
MTM	2680	525	3205	2nd	MO Call Center
		512	3192	3rd	DSM Call Center
AMR Access 2 Care	2555.5	546	3101.5	4th	
LogistiCare	2463.5	563	3026.5	5th	
Ride Source	1915	459	2374	6th	

#### 1 - Year

	Total Technical Proposal	Total Cost Proposal	TOTAL COMBINED SCORE	Rank	
MTM	2680	176	2856	1st	MO Call Center
		171	2851	2nd	DSM Call Center
TMS	2607.5	200	2807.5	3rd	
AMR Access 2 Care	2555.5	182	2737.5	4th	
LogistiCare	2463.5	198	2661.5	5th	
Ride Source	1915	150	2065	6th	

**NEMT Brokerage: RFP MED-10-011**  
**Cost Proposals Comparison**

**5.4.3 Scoring of Bidder Cost Proposals**

The bid with the lowest cost will receive the full point score available (200) for the cost proposal. In order to calculate every other bidder's score, the lowest bidder's cost proposal will be divided into the corresponding value of the other bidder(s) and then multiplied by the maximum points. The formula for each is expressed as follows:

$$\text{Bidder's Cost Score} = (\text{Lowest Cost} / \text{Bidder Cost}) \times \text{Maximum Points}$$

Vendor		Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		Total Pts.		Div. By 6	
		Pts.		Pts.		Pts.		Pts.		Pts.		Pts.					
<b>TMS Management Group, Inc.</b>		\$	2.14	200	\$	2.14	200	\$	2.01	200	\$	2.01	200	\$	2.01	200	200
<b>LogistiCare</b>		\$	2.16	198	\$	2.32	184	\$	2.38	169	\$	2.41	167	\$	2.41	167	178
<b>Access2Care Transportation Solutions</b>		\$	2.35	182	\$	2.35	182	\$	2.38	169	\$	2.40	168	\$	2.40	168	175
<b>Medical Transportation Management, Inc.</b>																	
<b>Missouri Call Center:</b>		\$	2.43	176	\$	2.45	175	\$	2.47	163	\$	2.48	162	\$	2.50	161	168
<b>Des Moines Call Center:</b>		\$	2.50	171	\$	2.51	171	\$	2.53	159	\$	2.54	158	\$	2.55	158	164
<b>RideSource</b>		\$	2.85	150	\$	2.80	153	\$	2.70	149	\$	2.70	149	\$	2.70	149	151

# NEMT - RFP

## Evaluation Team Summary Score Sheet

To be filled out by the Evaluation Team Leader and submitted to the issuing officer.

Evaluator	Ride Source (Bidder name)	LogistiCare (Bidder name)	AMR/Access2Care (Bidder name)	TMS (Bidder name)	MTM (Bidder name)
1	310	460	430	512.5	490
2	355	502.5	570	565	502.5
3	500	500	585	480	570
4	510	546	508	600	600
5	240	455	462.5	450	517.5
TOTAL Points	1915	2463.5	2555.5	2607.5	2680

Date: 4-30-10

Team Leader Signature: 1

### 1.3.4 Review of Proposal Sections

#### 1.3.4.1 Executive Summary

BIDDER:	TMS
EVALUATOR Number:	1

Evaluation Criteria: (from RFP Section 4.2.4. Executive Summary Tab 4)

Consider: Did the bidder clearly demonstrate its strengths and the key features of its proposed approach to meet the requirements of the RFP?

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder presented a comprehensive overview of the services being proposed?


Yes.

Has the bidder provided a summary of their strengths and identified the key features of their proposed approach to meet the requirements of the RFP?

Strengths: organization & staffing, provider network, procedural manual, member ed, customer service, software, reports, QA, transition plan.

Has the bidder included a summary of its project management plans?

Yes

Points for this section: EXECUTIVE SUMMARY 50	Times the weight 0% - 100% 85%	Total points 42.5
Evaluator's Signature		Date 4/24/10
<b>Second Round of Scoring</b>		
Points for this section: EXECUTIVE SUMMARY 50	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.2 Overall Project Understanding

BIDDER:	TMS
EVALUATOR Number:	1

Evaluation Criteria: (Continuation from RFP Section 4.2.4 Executive Summary Tab 4)

Consider: Did the bidder demonstrate in its own words, a clear understanding of the Department's needs?

#### Evaluator Notes Summary:

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder demonstrated a clear understanding of the requirements in the RFP?

Yes. Discussed attributes of a successful plan + understands current limitations of IAS NEXT process.

Has the bidder described how they will adjust to accommodate program changes?

No clear description of this area

Points for this section: OVERALL PROJECT UNDERSTANDING 50	Times the weight 0% - 100% 60%	Total points 30
Evaluator's Signature [Redacted]		Date 4/24/10
Second Round of Scoring		
Points for this section: OVERALL PROJECT UNDERSTANDING 50	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.3 General Requirements

BIDDER:	TMS
EVALUATOR Number:	1

Evaluation Criteria: (from RFP Section 3.2.1 Service Requirements Tab 5)

Consider the bidder's approach to internal quality assurance.

Consider the bidder's description of their NEMT tracking database.

Consider the bidder's description of their electronic billing and invoice system.

#### Evaluator Notes Summary:

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder explained their approach to Section 3.2.1 General Requirements and identified each requirement and addressed each requirement?

Mobility Manager Software tracks performance issues, member info  
Abandonment rate under 2%.

Has the bidder satisfactorily described their approach to and scope of their internal quality assurance activities?

Routine time tests on calls, complaint tracking, playback calls to monitor customer service, server backups, Recheck Operators, passenger satisfaction surveys, provider performance.

Points for this section: GENERAL REQUIREMENTS 50	Times the Assigned % 0% - 100% 85%	Total points 42.5
Evaluator's Signature [Redacted]		Date 4/24/10
<b>Second Round of Scoring</b>		
Points for this section: GENERAL REQUIREMENTS 50	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.4 Contractor Responsibilities

BIDDER:	TMS
EVALUATOR Number:	1

Evaluation Criteria: (from RFP Sections 3.3.1 and 3.3.2 Service Requirements Tab 5)

#### Evaluator Notes Summary:

(Briefly summarize the reasons that best support your evaluation rating.)

Consider: Did the bidder demonstrate that it has the capability to perform the service requirements?

Consider: The bidder's approach to establishment of a call center and a central business office location?

Consider: The broker's approach to development of a Network plan.

#### 1. RFP section 3.3.2.1 NEMT: Network Providers and Individuals

Has the bidder provided a description of how they will manage the different aspects of the brokerage?

Operations manual, Mobility Manager system / data base, electronic billing invoice system - pay 50% immediately, remainder within 2 wks.

Has the bidder provided the detail describing the level of staff for the Account Manager position, and the call center positions, and do the levels meet the requirements for the brokerage?

Yes - Acct Manager  
- Call center - 80-120

Has the bidder described how they will make the transportation arrangements for all Medicaid Members who qualify for NEMT services?

Yes.

Screening important.

Will day routine request made less than 72 hrs before trip.

Has the bidder described how they will ensure the provision of necessary NEMT services by establishing a network of providers through the use of subcontracts?

Prior research.

Listening session.

Understanding Iowa Code.

Has the bidder described how they will coordinate requests and make decisions on who provides the transportation when Medicaid Members request that someone, other than a Network provider, transport them?

Questions on intake form ask if family/friends able to transport.

## 2. RFP section 3.3.2.2 Verification of Member Eligibility

Has the bidder described their process for verifying the Medicaid Member's eligibility for NEMT services?

Check eligibility thro. Secure data transfer on daily basis.  
Re-check monthly. Automated Decision Tree.

## 3. RFP section 3.3.2.3 Office/Telephone Call Center and Appointments Standards

Has the bidder described their staffing plan for the call center?

Yes - staff levels.

Potential location @ air port.

Work stations from Ft. Generator.

Has the bidder described how the call center will operate?

Yes, including eligibility assessment process flow chart.

Spanish - speaking.

Training, over staffed, supervision  
Available 6a - 9p.

Records all calls.

Has the bidder explained their plan to accommodate passengers who have disabilities or special health care needs?

Cultural competence training.

Does the bidder explain its process to insure that a Member's pick up wait time is according to the requirements specified in the RFP?

Verify eligibility in real-time.

## 4. RFP section 3.3.2.4 NEMT Reimbursement

Has the bidder explained its NEMT reimbursement process?

Yes.

Vendor portal.

"scorecard".

Out of state.

Pay 50% upfront.

Mobility Manager.

Inc to 65%.



**5. RFP section 3.3.2.5 Member Education**

Has the bidder explained their process for issuing updates to information provided to Members?

Yes.

Inc Member Advisory Council.  
Website. Rider Info Packet.

**6. RFP section 3.3.2.6 Grievance, Complaints and State Fair Hearings System**

Has the bidder described their process for providing Members a grievance and complaints process?

Re-check operators.

Graph of grievance process p 140

Has the bidder explained its notice of the right to a Fair Hearing for Members and their role in representing the Department in the hearing?

Will provide info's if required attend hearing.

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Points for this section: CONTRACTOR RESPONSIBILITIES 400	Times the Assigned % 0% - 100% 90%	Total points 360
Evaluator's Signature [Redacted]		Date 4/24/10
Second Round of Scoring		
Points for this section: CONTRACTOR RESPONSIBILITIES 400	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.5 Corporate/Team Experience & Qualifications

BIDDER:	TMS
EVALUATOR Number:	1

Evaluation Criteria: (RFP Section 4.2.6 Tab 6)

*Consider: The organization experience with similar projects*

*Consider: Executive level commitment and a demonstration of their commitment in previous projects*

#### 1. RFP section 4.2.6.1 Experience

Has the bidder described all services similar to those sought by this RFP that the bidder has provided to other businesses or governmental entities, including all contracts and projects that the bidder currently holds or is working on, with a contact person's name from that business or governmental entity?

Yes

Has the bidder identified if the services were timely provided and within budget?

Timely. Not all project descriptions inc budget info.

Bidder must provide letters of reference, with the following information, from up to three (3) business contacts knowledgeable of the bidder's performance as a primary contractor in providing services similar to the services described in the RFP:

- Project Title
- Contact organization name
- Contact name, title, and current telephone number
- Brief description of scope of work that demonstrates relevance to this RFP.

Yes.

Additional information that may be included: Original project start and end dates and Total project value to the bidder's organization

#### 2. RFP section 4.2.6.2 Personnel

Has the bidder submitted a table of organization that describes the following:

- Company's structure, including lines of authority, names and credentials of the owners and executives of the organization and, if applicable, their roles on this project? ~~Not in TO format but includes all info.~~ Yes, including TO pg 209.
- Key personnel, including the Project Manager, who will be involved in providing services for this RFP? Yes.

Are resumes of key personnel submitted that include name, education, and years of experience and employment history, particularly as it relates to the scope of services for this RFP?

Name - Title - Yrs exp on chart.  
Yes - resumes included.

Has information been submitted on other contracts and projects currently undertaken by the bidder? Yes.

### 3. RFP section 4.2.6.3 Financial Information

Has the bidder provided letters of reference from three (3) banking institutions and/or creditors?

- Do the letters depict the bidder's financial viability and are they indicative of future financial stability? Yes.
- Do the letters provide a contact person and telephone number for each reference? Comerica Bank - no phone #

Has the bidder provided the following organizational background information:

- Full name, address, and telephone number; Yes.
- Date established;
- Ownership (i.e. public company, partnership, etc.)
- Description of business operations;
- Details of any proposed mergers, acquisitions, or sales that may affect financial stability or organizational structure; and
- A description, if any, of insurance claims filed within the past five (5) years.

### 4. RFP section 4.2.6.4 Termination, Litigation, and Investigation

During the last five (5) years:

Has the bidder had a contract for services terminated for any reason or has any such contract been subject to any form of default notice or threat of termination? No.

Has the bidder described any damages or penalties or anything of value traded or given up? No.


Has the bidder listed and summarized pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect the ability of the bidder to perform the required services? No.

Have any of the owners, officers, or primary partners ever been convicted of a felony? \_\_\_\_\_

Have any irregularities been discovered in any of the accounts maintained by the bidder on behalf of others? No.

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

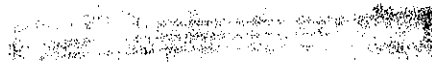
Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100% <b>75%</b>	Total points <b>37.5</b>
Evaluator's Signature 		Date <b>4/24/10</b>
<b>Second Round of Scoring</b>		
Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.5 Technical Proposal Evaluation Report

The Department is interested in proposals that provide well-organized, all-inclusive, and technically sound business solutions. Ambiguous explanations will challenge the proposer's credibility and will result in a negative impact upon the bidder's evaluation report.

The Technical Proposal Evaluation Team will compile a Technical Proposal Evaluation Report. The Report will contain, at a minimum:

- A tool to record impressions and other comments (such as follow up questions for the evaluation team) developed during the proposal evaluation for each respective bidder.
- Individual bidder score sheets that will include the individual evaluator scores and the final calculated average score for the bidder
- Compilation of bidder average scores for all bidders, including their final Technical Proposal ranking



## TMS

- Call center & admin office in DSM to serve IA as well as projects in IL, IN, OH.
- Dir of Bus Mgt - Florida - & Agency of Pr.
- Project Dir = exp in IA
- Account Mgr = exp in IA w/ DOT
- Provider network mtg in DSM. Iowa Stakeholder listening Session.
- Letters of intent from 35 public transit agencies.
- Pay 50% immediately, remainder w/in 2 wks -

### TMS Mobility Manager System

- Subcontractor - public relations.
- Beneficiary Intake Form - asks about family members / friends ability to transport client.
- 3 late cancel / no show in month = no serv for 30 days.
- Employee Manual
- Addresses program abuses.
- Safeguards for incorrect billing.
- Mystery Rides
- Use not just network providers but also family / friends.
- Use of Call center in Hawaii makes CSRs available more hours.

### 1.3.4 Review of Proposal Sections

#### 1.3.4.1 Executive Summary

BIDDER:	TMS
EVALUATOR Number:	2

Evaluation Criteria: (from RFP Section 4.2.4. Executive Summary Tab 4)

Consider: Did the bidder clearly demonstrate its strengths and the key features of its proposed approach to meet the requirements of the RFP?

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder presented a comprehensive overview of the services being proposed?

yes

Has the bidder provided a summary of their strengths and identified the key features of their proposed approach to meet the requirements of the RFP?

yes.

Has the bidder included a summary of its project management plans?

yes.

Points for this section: EXECUTIVE SUMMARY 50	Times the weight 0% - 100% 90	Total points 45
Evaluator's Signature		Date 4/28/10
<b>Second Round of Scoring</b>		
Points for this section: EXECUTIVE SUMMARY 50	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.2 Overall Project Understanding

<b>BIDDER:</b>	
<b>EVALUATOR Number:</b>	

Evaluation Criteria: (Continuation from RFP Section 4.2.4 Executive Summary Tab 4)

Consider: Did the bidder demonstrate in its own words, a clear understanding of the Department's needs?

#### **Evaluator Notes Summary:**


(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder demonstrated a clear understanding of the requirements in the RFP?

yes

Has the bidder described how they will adjust to accommodate program changes?

yes

Points for this section: OVERALL PROJECT UNDERSTANDING 50	Times the weight 0% - 100% 95	Total points 47.50
Evaluator's Signature 		Date 4/27/10
<b>Second Round of Scoring</b>		
Points for this section: OVERALL PROJECT UNDERSTANDING 50	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date



### 1.3.4.3 General Requirements

<b>BIDDER:</b>	
<b>EVALUATOR Number:</b>	

Evaluation Criteria: (from RFP Section 3.2.1 Service Requirements Tab 5)

*Consider the bidder's approach to internal quality assurance.*

*Consider the bidder's description of their NEMT tracking database.*

*Consider the bidder's description of their electronic billing and invoice system.*

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder explained their approach to Section 3.2.1 General Requirements and identified each requirement and addressed each requirement?

Has the bidder satisfactorily described their approach to and scope of their internal quality assurance activities?

Points for this section: GENERAL REQUIREMENTS <b>50</b>	Times the Assigned % 0% - 100% <b>90</b>	Total points <b>45</b>
Evaluator's Signature		Date <b>4/27/10</b>
<b>Second Round of Scoring</b>		
Points for this section: GENERAL REQUIREMENTS <b>50</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.4 Contractor Responsibilities

<b>BIDDER:</b>	
<b>EVALUATOR Number:</b>	

Evaluation Criteria: (from RFP Sections 3.3.1 and 3.3.2 Service Requirements Tab 5)

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

*Consider: Did the bidder demonstrate that it has the capability to perform the service requirements?*

*Consider: The bidder's approach to establishment of a call center and a central business office location?*

*Consider: The broker's approach to development of a Network plan.*

#### **1. RFP section 3.3.2.1 NEMT: Network Providers and Individuals**

Has the bidder provided a description of how they will manage the different aspects of the brokerage?

yes

Has the bidder provided the detail describing the level of staff for the Account Manager position, and the call center positions, and do the levels meet the requirements for the brokerage?

yes

Has the bidder described how they will make the transportation arrangements for all Medicaid Members who qualify for NEMT services?

yes

Has the bidder described how they will ensure the provision of necessary NEMT services by establishing a network of providers through the use of subcontracts?

yes

Has the bidder described how they will coordinate requests and make decisions on who provides the transportation when Medicaid Members request that someone, other than a Network provider, transport them?

yes

2. RFP section 3.3.2.2 Verification of Member Eligibility

Has the bidder described their process for verifying the Medicaid Member's eligibility for NEMT services?

yes

3. RFP section 3.3.2.3 Office/Telephone Call Center and Appointments Standards

Has the bidder described their staffing plan for the call center?

yes

Has the bidder described how the call center will operate?

yes

Has the bidder explained their plan to accommodate passengers who have disabilities or special health care needs?

yes

Does the bidder explain its process to insure that a Member's pick up wait time is according to the requirements specified in the RFP?

yes

4. RFP section 3.3.2.4 NEMT Reimbursement

Has the bidder explained its NEMT reimbursement process?

yes

**5. RFP section 3.3.2.5 Member Education**

Has the bidder explained their process for issuing updates to information provided to Members?

*yes*

**6. RFP section 3.3.2.6 Grievance, Complaints and State Fair Hearings System**

Has the bidder described their process for providing Members a grievance and complaints process?

*yes*

Has the bidder explained its notice of the right to a Fair Hearing for Members and their role in representing the Department in the hearing?

*yes*

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Points for this section: CONTRACTOR RESPONSIBILITIES <b>400</b>	Times the Assigned % 0% - 100% <b>95</b>	Total points <b>380</b>
Evaluator's Signature		Date <b>4/21/10</b>
<b>Second Round of Scoring</b>		
Points for this section: CONTRACTOR RESPONSIBILITIES <b>400</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.5 Corporate/Team Experience & Qualifications

<b>BIDDER:</b>	
<b>EVALUATOR Number:</b>	

Evaluation Criteria: (RFP Section 4.2.6 Tab 6)

*Consider: The organization experience with similar projects*

*Consider: Executive level commitment and a demonstration of their commitment in previous projects*

#### 1. RFP section 4.2.6.1 Experience

Has the bidder described all services similar to those sought by this RFP that the bidder has provided to other businesses or governmental entities, including all contracts and projects that the bidder currently holds or is working on, with a contact person's name from that business or governmental entity?

yes

Has the bidder identified if the services were timely provided and within budget?

yes

Bidder must provide letters of reference, with the following information, from up to three (3) business contacts knowledgeable of the bidder's performance as a primary contractor in providing services similar to the services described in the RFP:

- Project Title ✓
- Contact organization name ✓
- Contact name, title, and current telephone number ✓
- Brief description of scope of work that demonstrates relevance to this RFP. ✓

Additional information that may be included: Original project start and end dates and Total project value to the bidder's organization

#### 2. RFP section 4.2.6.2 Personnel

Has the bidder submitted a table of organization that describes the following:

- Company's structure, including lines of authority, names and credentials of the owners and executives of the organization and, if applicable, their roles on this project? ✓
- Key personnel, including the Project Manager, who will be involved in providing services for this RFP? ✓

Are resumes of key personnel submitted that include name, education, and years of experience and employment history, particularly as it relates to the scope of services for this RFP?

yes

Has information been submitted on other contracts and projects currently undertaken by the bidder?

yes

### 3. RFP section 4.2.6.3 Financial Information

Has the bidder provided letters of reference from three (3) banking institutions and/or creditors?

- Do the letters depict the bidder's financial viability and are they indicative of future financial stability? yes
- Do the letters provide a contact person and telephone number for each reference? yes

Has the bidder provided the following organizational background information:

- Full name, address, and telephone number; ✓
- Date established; ✓
- Ownership (i.e. public company, partnership, etc.) ✓
- Description of business operations; ✓
- Details of any proposed mergers, acquisitions, or sales that may affect financial stability or organizational structure; and ✓
- A description, if any, of insurance claims filed within the past five (5) years. ✓

### 4. RFP section 4.2.6.4 Termination, Litigation, and Investigation

During the last five (5) years:

Has the bidder had a contract for services terminated for any reason or has any such contract been subject to any form of default notice or threat of termination? *no*

Has the bidder described any damages or penalties or anything of value traded or given up? *none*

Has the bidder listed and summarized pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect the ability of the bidder to perform the required services? *none*

Have any of the owners, officers, or primary partners ever been convicted of a felony?

Have any irregularities been discovered in any of the accounts maintained by the bidder on behalf of others?

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

*TMS addressed & answered each RFP requirements step by step. Materials were organized & specific. Each responses were followed up with facts & stats. 5 yrs. in business. Renewal of old & new contracts.*

Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100% <b>95</b>	Total points <b>47.5</b>
Evaluator's Signature		Date <b>4/22/10</b>
<b>Second Round of Scoring</b>		
Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4 Review of Proposal Sections

#### 1.3.4.1 Executive Summary

<b>BIDDER:</b>	TMS
<b>EVALUATOR Number:</b>	3

Evaluation Criteria: (from RFP Section 4.2.4. Executive Summary Tab 4)

Consider: Did the bidder clearly demonstrate its strengths and the key features of its proposed approach to meet the requirements of the RFP?

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder presented a comprehensive overview of the services being proposed?

Yes

Has the bidder provided a summary of their strengths and identified the key features of their proposed approach to meet the requirements of the RFP?

Yes

Has the bidder included a summary of its project management plans?

Yes

Points for this section: EXECUTIVE SUMMARY 50	Times the weight 0% - 100%	Total points 50
Evaluator's Signature		Date 4/20/10
<b>Second Round of Scoring</b>		
Points for this section: EXECUTIVE SUMMARY 50	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date



### 1.3.4.2 Overall Project Understanding

<b>BIDDER:</b>	
<b>EVALUATOR Number:</b>	3

Evaluation Criteria: (Continuation from RFP Section 4.2.4 Executive Summary Tab 4)

Consider: Did the bidder demonstrate in its own words, a clear understanding of the Department's needs?

#### Evaluator Notes Summary:

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder demonstrated a clear understanding of the requirements in the RFP?

Yes, for their time in operation, appears to be well aware of our needs.

Has the bidder described how they will adjust to accommodate program changes?

Points for this section: OVERALL PROJECT UNDERSTANDING 50	Times the weight 0% - 100%	Total points 30
Evaluator's Signature		Date 4/28/10
<b>Second Round of Scoring</b>		
Points for this section: OVERALL PROJECT UNDERSTANDING 50	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.3 General Requirements

<b>BIDDER:</b>	
<b>EVALUATOR Number:</b>	3

Evaluation Criteria: (from RFP Section 3.2.1 Service Requirements Tab 5)

Consider the bidder's approach to internal quality assurance.

Consider the bidder's description of their NEMT tracking database.

Consider the bidder's description of their electronic billing and invoice system.

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder explained their approach to Section 3.2.1 General Requirements and identified each requirement and addressed each requirement?

Yes -

Has the bidder satisfactorily described their approach to and scope of their internal quality assurance activities?

Yes - in detail pg. 37

Points for this section: GENERAL REQUIREMENTS 50	Times the Assigned % 0% - 100%	Total points 50
Evaluator's Signature		Date 4/29/10
<b>Second Round of Scoring</b>		
Points for this section: GENERAL REQUIREMENTS 50	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

#### 1.3.4.4 Contractor Responsibilities

BIDDER:	TMS
EVALUATOR Number:	3

Evaluation Criteria: (from RFP Sections 3.3.1 and 3.3.2 Service Requirements Tab 5)

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Consider: Did the bidder demonstrate that it has the capability to perform the service requirements?

Consider: The bidder's approach to establishment of a call center and a central business office location?

Consider: The broker's approach to development of a Network plan.

#### 1. RFP section 3.3.2.1 NEMT: Network Providers and Individuals

Has the bidder provided a description of how they will manage the different aspects of the brokerage?

Yes - Michael Audino worked in Iowa for DOT.  
Some knowledge of our rules

Has the bidder provided the detail describing the level of staff for the Account Manager position, and the call center positions, and do the levels meet the requirements for the brokerage?

Yes -

Has the bidder described how they will make the transportation arrangements for all Medicaid Members who qualify for NEMT services?

TMS - pg. 81 - would cover if under 72 hrs for routine  
Has the bidder described how they will ensure the provision of necessary NEMT services by establishing a network of providers through the use of subcontracts?

Yes - recruitment

Has the bidder described how they will coordinate requests and make decisions on who provides the transportation when Medicaid Members request that someone, other than a Network provider, transport them?

questions on forms -  
OK

2. RFP section 3.3.2.2 Verification of Member Eligibility

Has the bidder described their process for verifying the Medicaid Member's eligibility for NEMT services?

Yes - interface between state/TMS systems

3. RFP section 3.3.2.3 Office/Telephone Call Center and Appointments Standards

Has the bidder described their staffing plan for the call center?

Full service call center in DSM to serve as seat of TMS Midwest Operations

Has the bidder described how the call center will operate?

Yes

Has the bidder explained their plan to accommodate passengers who have disabilities or special health care needs?

Yes

Does the bidder explain its process to insure that a Member's pick up wait time is according to the requirements specified in the RFP?

Yes -

4. RFP section 3.3.2.4 NEMT Reimbursement

Has the bidder explained its NEMT reimbursement process?

5. RFP section 3.3.2.5 Member Education

Has the bidder explained their process for issuing updates to information provided to Members?

*flyers, etc.*

6. RFP section 3.3.2.6 Grievance, Complaints and State Fair Hearings System

Has the bidder described their process for providing Members a grievance and complaints process?

*Yes*

Has the bidder explained its notice of the right to a Fair Hearing for Members and their role in representing the Department in the hearing?

*Yes.*

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Points for this section: CONTRACTOR RESPONSIBILITIES <b>400</b>	Times the Assigned % 0% - 100%	Total points <i>200</i>
Evaluator's Signature		Date <i>4/29/10</i>
<b>Second Round of Scoring</b>		
Points for this section: CONTRACTOR RESPONSIBILITIES <b>400</b>	Times the Assigned % 0% - 100%	Total points <i>300</i>
Evaluator's Signature		Date <i>4/30/10</i>
RFP Project Director Signature		Date

### 1.3.4.5 Corporate/Team Experience & Qualifications

<b>BIDDER:</b>	
<b>EVALUATOR Number:</b>	3

Evaluation Criteria: (RFP Section 4.2.6 Tab 6)

*Consider: The organization experience with similar projects*

*Consider: Executive level commitment and a demonstration of their commitment in previous projects*

#### 1. RFP section 4.2.6.1 Experience

Has the bidder described all services similar to those sought by this RFP that the bidder has provided to other businesses or governmental entities, including all contracts and projects that the bidder currently holds or is working on, with a contact person's name from that business or governmental entity?

Yes -

Has the bidder identified if the services were timely provided and within budget?

Yes

Bidder must provide letters of reference, with the following information, from up to three (3) business contacts knowledgeable of the bidder's performance as a primary contractor in providing services similar to the services described in the RFP: Yes -

- Project Title
- Contact organization name
- Contact name, title, and current telephone number
- Brief description of scope of work that demonstrates relevance to this RFP.

Additional information that may be included: Original project start and end dates and Total project value to the bidder's organization

#### 2. RFP section 4.2.6.2 Personnel

Has the bidder submitted a table of organization that describes the following:

- Company's structure, including lines of authority, names and credentials of the owners and executives of the organization and, if applicable, their roles on this project? *Yes - 209*
- Key personnel, including the Project Manager, who will be involved in providing services for this RFP? *Yes - 209*

Are resumes of key personnel submitted that include name, education, and years of experience and employment history, particularly as it relates to the scope of services for this RFP?

*Yes -*

Has information been submitted on other contracts and projects currently undertaken by the bidder? *Yes*

### 3. RFP section 4.2.6.3 Financial Information

Has the bidder provided letters of reference from three (3) banking institutions and/or creditors?

- Do the letters depict the bidder's financial viability and are they indicative of future financial stability? *Yes*
- Do the letters provide a contact person and telephone number for each reference? *Yes*

Has the bidder provided the following organizational background information:

- Full name, address, and telephone number; *TMS Ngat Group. Birmingham, AL*
- Date established; *2005*
- Ownership (i.e. public company, partnership, etc.) *Partnership*
- Description of business operations; *brokered NEMT services*
- Details of any proposed mergers, acquisitions, or sales that may affect financial stability or organizational structure; and *none*
- A description, if any, of insurance claims filed within the past five (5) years. *none*

### 4. RFP section 4.2.6.4 Termination, Litigation, and Investigation

During the last five (5) years:

Has the bidder had a contract for services terminated for any reason or has any such contract been subject to any form of default notice or threat of termination?

*No*

Has the bidder described any damages or penalties or anything of value traded or given up?

*No*

Has the bidder listed and summarized pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect the ability of the bidder to perform the required services?

*No*

Have any of the owners, officers, or primary partners ever been convicted of a felony?

Have any irregularities been discovered in any of the accounts maintained by the bidder on behalf of others?

*No*

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

*s/b 750*

Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100%	Total points <b>50</b>
Evaluator's Signature		Date <b>4/28/10</b>
<b>Second Round of Scoring</b>		
Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date



### 1.3.4 Review of Proposal Sections

#### 1.3.4.1 Executive Summary

<b>BIDDER:</b>	TMS Management Group
<b>EVALUATOR Number:</b>	4

Evaluation Criteria: (from RFP Section 4.2.4. Executive Summary Tab 4)

Consider: Did the bidder clearly demonstrate its strengths and the key features of its proposed approach to meet the requirements of the RFP?

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder presented a comprehensive overview of the services being proposed?

Yes, Stakeholder Meetings, began assembling a network, claimed they have a provider plan and included a description

Has the bidder provided a summary of their strengths and identified the key features of their proposed approach to meet the requirements of the RFP?

Yes See above - Existing organizational structure utilized, has software, call center plans, Transfer plan, Recruited 2 donors to offer board experience

Has the bidder included a summary of its project management plans?

Yes, Call center, software in place,

Points for this section: EXECUTIVE SUMMARY <b>50</b>	Times the weight 0% - 100%	Total points <b>50</b>
Evaluator's Signature		Date
<b>Second Round of Scoring</b>		
Points for this section: EXECUTIVE SUMMARY <b>50</b>	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.2 Overall Project Understanding

<b>BIDDER:</b>	JMS
<b>EVALUATOR Number:</b>	4

Evaluation Criteria: (Continuation from RFP Section 4.2.4 Executive Summary Tab 4)

Consider: Did the bidder demonstrate in its own words, a clear understanding of the Department's needs?

#### Evaluator Notes Summary:

(Briefly summarize the reasons that best support your evaluation rating.)

Feb 2006 U of I study cited, DC study, 2008, offered history, 2006 Transit study

Has the bidder demonstrated a clear understanding of the requirements in the RFP?

yes. Numerous cites to numbers of eligibles and plans to accommodate them in rural + urban situations. Bid cites each section of of the RFP in addressing their proposal

Has the bidder described how they will adjust to accommodate program changes?

Member Education plan - direct marketing, advisory council, website.

They already have organizational structure, will provide local leadership, will open call center

Points for this section: OVERALL PROJECT UNDERSTANDING <b>50</b>	Times the weight 0% - 100% 100	Total points <b>50</b>
Evaluator's Signature		Date
<b>Second Round of Scoring</b>		
Points for this section: OVERALL PROJECT UNDERSTANDING <b>50</b>	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.3 General Requirements

<b>BIDDER:</b>	TMS
<b>EVALUATOR Number:</b>	4

Evaluation Criteria: (from RFP Section 3.2.1 Service Requirements Tab 5)

Consider the bidder's approach to internal quality assurance.

Consider the bidder's description of their NEMT tracking database.

Consider the bidder's description of their electronic billing and invoice system.

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder explained their approach to Section 3.2.1 General Requirements and identified each requirement and addressed each requirement?

- Yes*
1. Internal Q.A. - Plans for time logs of each function, operator suggestion, call monitoring, feedback operators + compliance for customer service
  2. Tracking base - Will interface w/ DHS w/ notification of ongoing service TMS Mobility Manager
  3. Billing - E-billing system - Mobility Manager System

Has the bidder satisfactorily described their approach to and scope of their internal quality assurance activities?

*Yes - Internal Q.A. Plan to monitor functions of Auto system  
Plan for monitoring telephone service  
Plan to alert TMS + DHS of problems w/ a transportation provider*

Points for this section: GENERAL REQUIREMENTS <b>50</b>	Times the Assigned % 0% - 100%	Total points <b>50</b>
Evaluator's Signature		Date
<b>Second Round of Scoring</b>		
Points for this section: GENERAL REQUIREMENTS <b>50</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.4 Contractor Responsibilities

<b>BIDDER:</b>	TMS
<b>EVALUATOR Number:</b>	4

Evaluation Criteria: (from RFP Sections 3.3.1 and 3.3.2 Service Requirements Tab 5)

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Consider: Did the bidder demonstrate that it has the capability to perform the service requirements?

Consider: The bidder's approach to establishment of a call center and a central business office location?

Consider: The broker's approach to development of a Network plan.

#### 1. RFP section 3.3.2.1 NEMT: Network Providers and Individuals

Has the bidder provided a description of how they will manage the different aspects of the brokerage?

Yes { D Already contacted Iowa Providers + reviewed qualifications  
 2 Has Mobility Manager interact w/ providers + clients  
 3 Paperless billing system for providers

Check on Page 167

Has the bidder provided the detail describing the level of staff for the Account Manager position, and the call center positions, and do the levels meet the requirements for the brokerage?

Could not find the numbers

Has the bidder described how they will make the transportation arrangements for all Medicaid Members who qualify for NEMT services?

TMS Mobility Manager Matches trip assignment to correct provider w/ description of the system

Has the bidder described how they will ensure the provision of necessary NEMT services by establishing a network of providers through the use of subcontracts?

Developed statewide Network of transportation providers  
 Contacted providers  
 Review quality of contractors

Has the bidder described how they will coordinate requests and make decisions on who provides the transportation when Medicaid Members request that someone, other than a Network provider, transport them?

Yes - Broker will make a decision - description pg 101  
Process described on page 106

Also Page 56 - Part of script for screening 'needs' of member

2. RFP section 3.3.2.2 Verification of Member Eligibility

Has the bidder described their process for verifying the Medicaid Member's eligibility for NEMT services? *OTrein Call techs of Iowa Program*

3. RFP section 3.3.2.3 Office/Telephone Call Center and Appointments Standards

Has the bidder described their staffing plan for the call center?

*Page 110*

*Overstaffed by 10% based on anticipated call volume  
Answered in promised call wait times*

Has the bidder described how the call center will operate?

*Yes - Page 110 thru 120*

Has the bidder explained their plan to accommodate passengers who have disabilities or special health care needs?

*Yes* *Briefly in description of call techs training & needs*

Does the bidder explain its process to insure that a Member's pick up wait time is according to the requirements specified in the RFP?

*Yes - through their QA process*

4. RFP section 3.3.2.4 NEMT Reimbursement

Has the bidder explained its NEMT reimbursement process?

*Yes - Page 128 thru 130*

**5. RFP section 3.3.2.5 Member Education**

Has the bidder explained their process for issuing updates to information provided to Members?

*Yes - Page 134*

**6. RFP section 3.3.2.6 Grievance, Complaints and State Fair Hearings System**

Has the bidder described their process for providing Members a grievance and complaints process?

*Yes Page 138*

Has the bidder explained its notice of the right to a Fair Hearing for Members and their role in representing the Department in the hearing?

*Yes Page 139*

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Points for this section: CONTRACTOR RESPONSIBILITIES <b>400</b>	Times the Assigned % 0% - 100%	Total points <i>400</i>
Evaluator's Signature		Date
<b>Second Round of Scoring</b>		
Points for this section: CONTRACTOR RESPONSIBILITIES <b>400</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.5 Corporate/Team Experience & Qualifications

<b>BIDDER:</b>	TMS
<b>EVALUATOR Number:</b>	4

Evaluation Criteria: (RFP Section 4.2.6 Tab 6)

*Consider: The organization experience with similar projects*

*Consider: Executive level commitment and a demonstration of their commitment in previous projects*

#### 1. RFP section 4.2.6.1 Experience

Has the bidder described all services similar to those sought by this RFP that the bidder has provided to other businesses or governmental entities, including all contracts and projects that the bidder currently holds or is working on, with a contact person's name from that business or governmental entity?

Yes. pgs 176-186

Has the bidder identified if the services were timely provided and within budget?

Yes Pgs 176-186

Bidder must provide letters of reference, with the following information, from up to three (3) business contacts knowledgeable of the bidder's performance as a primary contractor in providing services similar to the services described in the RFP:

- Project Title / / /
- Contact organization name / / /
- Contact name, title, and current telephone number / / /
- Brief description of scope of work that demonstrates relevance to this RFP.

Additional information that may be included: Original project start and end dates and Total project value to the bidder's organization

Yes

#### 2. RFP section 4.2.6.2 Personnel

Has the bidder submitted a table of organization that describes the following:

- Company's structure, including lines of authority, names and credentials of the owners and executives of the organization and, if applicable, their roles on this project? *Yes page 209 -*
- Key personnel, including the Project Manager, who will be involved in providing services for this RFP? *Yes*

Are resumes of key personnel submitted that include name, education, and years of experience and employment history, particularly as it relates to the scope of services for this RFP?

*Yes: Attachment D*

Has information been submitted on other contracts and projects currently undertaken by the bidder?

*Yes: Pages 176-186*

### 3. RFP section 4.2.6.3 Financial Information

Has the bidder provided letters of reference from three (3) banking institutions and/or creditors?

- Do the letters depict the bidder's financial viability and are they indicative of future financial stability? *Attachment A*
- Do the letters provide a contact person and telephone number for each reference? *Yes*

Has the bidder provided the following organizational background information:

- Full name, address, and telephone number; *Yes Page 211*
- Date established; *Page 211*
- Ownership (i.e. public company, partnership, etc.) *Page 211*
- Description of business operations; *Page 211*
- Details of any proposed mergers, acquisitions, or sales that may affect financial stability or organizational structure; and
- A description, if any, of insurance claims filed within the past five (5) years.

### 4. RFP section 4.2.6.4 Termination, Litigation, and Investigation

During the last five (5) years:



Has the bidder had a contract for services terminated for any reason or has any such contract been subject to any form of default notice or threat of termination? *No*

Has the bidder described any damages or penalties or anything of value traded or given up? *No*

Has the bidder listed and summarized pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect the ability of the bidder to perform the required services? *No*

Have any of the owners, officers, or primary partners ever been convicted of a felony? *No*

Have any irregularities been discovered in any of the accounts maintained by the bidder on behalf of others? *No*

*Page 212*

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100%	Total points <i>50</i>
Evaluator's Signature		Date
<b>Second Round of Scoring</b>		
Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.5 Technical Proposal Evaluation Report

The Department is interested in proposals that provide well-organized, all-inclusive, and technically sound business solutions. Ambiguous explanations will challenge the proposer's credibility and will result in a negative impact upon the bidder's evaluation report.

The Technical Proposal Evaluation Team will compile a Technical Proposal Evaluation Report. The Report will contain, at a minimum:

- A tool to record impressions and other comments (such as follow up questions for the evaluation team) developed during the proposal evaluation for each respective bidder.
- Individual bidder score sheets that will include the individual evaluator scores and the final calculated average score for the bidder
- Compilation of bidder average scores for all bidders, including their final Technical Proposal ranking

### 1.3.4 Review of Proposal Sections

#### 1.3.4.1 Executive Summary

<b>BIDDER:</b>	TMS
<b>EVALUATOR Number:</b>	5

Evaluation Criteria: (from RFP Section 4.2.4. Executive Summary Tab 4)

Consider: Did the bidder clearly demonstrate its strengths and the key features of its proposed approach to meet the requirements of the RFP?

#### Evaluator Notes Summary:

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder presented a comprehensive overview of the services being proposed?

Yes Well written overview good detail on process of call intake, verification, assignment

Has the bidder provided a summary of their strengths and identified the key features of their proposed approach to meet the requirements of the RFP?

Yes have identified aspects they consider strengths focus on EdDev and local experience

Has the bidder included a summary of its project management plans?

30 Iowa positions Yes

plus 2 acctg positions at HQ

Points for this section: EXECUTIVE SUMMARY 50	Times the weight 0% - 100% 80	Total points 40
Evaluator's Signature		Date 4/22
<b>Second Round of Scoring</b>		
Points for this section: EXECUTIVE SUMMARY 50	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.2 Overall Project Understanding

<b>BIDDER:</b>	TMS
<b>EVALUATOR Number:</b>	5

Evaluation Criteria: (Continuation from RFP Section 4.2.4 Executive Summary Tab 4)

Consider: Did the bidder demonstrate in its own words, a clear understanding of the Department's needs?

#### Evaluator Notes Summary:

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder demonstrated a clear understanding of the requirements in the RFP?

Not sure they understand the ~~Met~~own exclusion means there is very little state plan medicaid transpo in urban areas. Good on requirement for transit

Has the bidder described how they will adjust to accommodate program changes? Coordinate

?

Points for this section: OVERALL PROJECT UNDERSTANDING 50	Times the weight 0% - 100% 70	Total points 35
Evaluator's Signature		Date 4/22
<b>Second Round of Scoring</b>		
Points for this section: OVERALL PROJECT UNDERSTANDING 50	Times the weight 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

### 1.3.4.3 General Requirements

<b>BIDDER:</b>	TMS
<b>EVALUATOR Number:</b>	5

Evaluation Criteria: (from RFP Section 3.2.1 Service Requirements Tab 5)

Consider the bidder's approach to internal quality assurance.

Consider the bidder's description of their NEMT tracking database.

Consider the bidder's description of their electronic billing and invoice system.

#### Evaluator Notes Summary:

(Briefly summarize the reasons that best support your evaluation rating.)

Has the bidder explained their approach to Section 3.2.1 General Requirements and identified each requirement and addressed each requirement?

Yes Draft manual attached etc

Has the bidder satisfactorily described their approach to and scope of their internal quality assurance activities?

Yes fairly detailed description of tests.

Points for this section: GENERAL REQUIREMENTS 50	Times the Assigned % 0% - 100% 60	Total points 30
Evaluator's Signature		Date 4/22/10
<b>Second Round of Scoring</b>		
Points for this section: GENERAL REQUIREMENTS 50	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date

#### 1.3.4.4 Contractor Responsibilities

<b>BIDDER:</b>	TMS
<b>EVALUATOR Number:</b>	5

Evaluation Criteria: (from RFP Sections 3.3.1 and 3.3.2 Service Requirements Tab 5)

#### **Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

*Consider: Did the bidder demonstrate that it has the capability to perform the service requirements?*

*Consider: The bidder's approach to establishment of a call center and a central business office location?*

*Consider: The broker's approach to development of a Network plan.*

#### 1. RFP section 3.3.2.1 NEMT: Network Providers and Individuals

Has the bidder provided a description of how they will manage the different aspects of the brokerage?

Yes in considerable detail

back up generators for call center, etc.

Has the bidder provided the detail describing the level of staff for the Account Manager position, and the call center positions, and do the levels meet the requirements for the brokerage?

Yes

Has the bidder described how they will make the transportation arrangements for all Medicaid Members who qualify for NEMT services?

Yes

Has the bidder described how they will ensure the provision of necessary NEMT services by establishing a network of providers through the use of subcontracts?

Considerable discussion of process

discussion includes out-of-state trips

Has the bidder described how they will coordinate requests and make decisions on who provides the transportation when Medicaid Members request that someone, other than a Network provider, transport them?

? very confusing <sup>decision</sup> does not seem to address issue

2. RFP section 3.3.2.2 Verification of Member Eligibility

Has the bidder described their process for verifying the Medicaid Member's eligibility for NEMT services?

Yes though seems to ignore in-town exclusion

3. RFP section 3.3.2.3 Office/Telephone Call Center and Appointments Standards

Has the bidder described their staffing plan for the call center?

Yes

Has the bidder described how the call center will operate?

Yes

Has the bidder explained their plan to accommodate passengers who have disabilities or special health care needs?

Yes

Does the bidder explain its process to insure that a Member's pick up wait time is according to the requirements specified in the RFP?

No ?

4. RFP section 3.3.2.4 NEMT Reimbursement

Has the bidder explained its NEMT reimbursement process?

Yes

5. RFP section 3.3.2.5 Member Education

Has the bidder explained their process for issuing updates to information provided to Members?

*Advisory council, website collaborate w/DHS for dissemination*  
*Yes*

6. RFP section 3.3.2.6 Grievance, Complaints and State Fair Hearings System

Has the bidder described their process for providing Members a grievance and complaints process?

*yes*

Has the bidder explained its notice of the right to a Fair Hearing for Members and their role in representing the Department in the hearing?

*Talks about providing info to IME for hearing but not about representing IME*

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

Points for this section: CONTRACTOR RESPONSIBILITIES <b>400</b>	Times the Assigned % 0% - 100% <b>80</b>	Total points <b>320</b>
Evaluator's Signature		Date <b>4/22/10</b>
<b>Second Round of Scoring</b>		
Points for this section: CONTRACTOR RESPONSIBILITIES <b>400</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date



### 1.3.4.5 Corporate/Team Experience & Qualifications

<b>BIDDER:</b>	TMS
<b>EVALUATOR Number:</b>	5

Evaluation Criteria: (RFP Section 4.2.6 Tab 6)

*Consider: The organization experience with similar projects*

*Consider: Executive level commitment and a demonstration of their commitment in previous projects*

#### 1. RFP section 4.2.6.1 Experience

Has the bidder described all services similar to those sought by this RFP that the bidder has provided to other businesses or governmental entities, including all contracts and projects that the bidder currently holds or is working on, with a contact person's name from that business or governmental entity?

Yes

Has the bidder identified if the services were timely provided and within budget?

Yes

Bidder must provide letters of reference, with the following information, from up to three (3) business contacts knowledgeable of the bidder's performance as a primary contractor in providing services similar to the services described in the RFP:

- Project Title
- Contact organization name
- Contact name, title, and current telephone number
- Brief description of scope of work that demonstrates relevance to this RFP.

Additional information that may be included: Original project start and end dates and Total project value to the bidder's organization

#### 2. RFP section 4.2.6.2 Personnel

Has the bidder submitted a table of organization that describes the following:

P. 209

- Company's structure, including lines of authority, names and credentials of the owners and executives of the organization and, if applicable, their roles on this project? *Yes*
- Key personnel, including the Project Manager, who will be involved in providing services for this RFP? *Yes*

Are resumes of key personnel submitted that include name, education, and years of experience and employment history, particularly as it relates to the scope of services for this RFP?

*Ashby - Facility Needs Study ? Yes*

Has information been submitted on other contracts and projects currently undertaken by the bidder?

### 3. RFP section 4.2.6.3 Financial Information

*X* Has the bidder provided letters of reference from three (3) banking institutions and/or creditors?

- Do the letters depict the bidder's financial viability and are they indicative of future financial stability? *Says Attach B, but only one found Comerica ? indicates relationship of only "more than a year"*
- Do the letters provide a contact person and telephone number for each reference? *Yes No telephone #*

Has the bidder provided the following organizational background information:

- Full name, address, and telephone number;
- Date established;
- Ownership (i.e. public company, partnership, etc.)
- Description of business operations;
- Details of any proposed mergers, acquisitions, or sales that may affect financial stability or organizational structure; and
- A description, if any, of insurance claims filed within the past five (5) years.

*Yes*

### 4. RFP section 4.2.6.4 Termination, Litigation, and Investigation

During the last five (5) years:

Has the bidder had a contract for services terminated for any reason or has any such contract been subject to any form of default notice or threat of termination?

*No*

Has the bidder described any damages or penalties or anything of value traded or given up?

*No*

Has the bidder listed and summarized pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect the ability of the bidder to perform the required services?

*No*

Have any of the owners, officers, or primary partners ever been convicted of a felony?

*Not stated clearly*

*"no similar matters"*

Have any irregularities been discovered in any of the accounts maintained by the bidder on behalf of others?

*No*

**Evaluator Notes Summary:**

(Briefly summarize the reasons that best support your evaluation rating.)

*Qualifications look to be very good, but <sup>some</sup> concern over inadequate financial references and failure to provide statement concerning felony convictions*

Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100% <b>50</b>	Total points <b>25</b>
Evaluator's Signature		Date <b>4/22/10</b>
<b>Second Round of Scoring</b>		
Points for this section: CORPORATE/TEAM EXPERIENCE & QUALIFICATIONS <b>50</b>	Times the Assigned % 0% - 100%	Total points
Evaluator's Signature		Date
RFP Project Director Signature		Date